

European Securities and Markets Authority
103 rue de Grenelle
75007 Paris
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www.esma.europa.eu

Chris Barnard
Germany

31 January 2014

- Your Ref: Comment letter on Joint Committee Consultation Paper on draft guidelines for complaints-handling for the securities (ESMA) and banking (EBA) sectors

Dear Sir.

Thank you for giving us the opportunity to comment on your Joint Committee Consultation Paper on draft guidelines for complaints-handling for the securities (ESMA) and banking (EBA) sectors. I support greater harmonisation of complaints-handling approaches across and between European financial service providers. Transparent and effective complaints handling is important for consumer protection and in maintaining the reputation and trust in the European financial services industry.

I have already commented on EIOPA's Consultation Paper on Guidelines on Complaints-Handling by Insurance Undertakings; given the similarity between EIOPA's Guidelines and these Draft Guidelines, I refer you to my previous comments for completeness.¹

Yours faithfully

C.R.B.

Chris Barnard

¹ See Consultation Paper on Draft Guidelines on Complaints-Handling by Insurance Undertakings, EIOPA, 9 November 2011 and my comments thereon; available at: <https://eiopa.europa.eu/consultations/consultation-papers/2011-closed-consultations/november-2011/guidelines-on-complaints-handling-by-insurance-undertakings/index.html>

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